

## **NOISE COMPLAINT PROGRAM**

### **UNITED STATES ARMY GARRISON HEIDELBERG, GERMANY**

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## **1 PURPOSE OF NOISE COMPLAINT PROGRAM**

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Department of the Army Pamphlet (DA PAM) 200-1 (US Army 2002) requires military installations to establish and maintain a noise complaint program as part of their Environmental Noise Management Program (ENMP). This is to handle all noise complaints in an efficient and timely manner and to provide the United States Army Garrison (USAG) Heidelberg and the Host Nation community a system to document and resolve complaints involving noise.

Noise complaints at USAG Heidelberg are infrequent and usually the result of road traffic, construction activities, the operation of generators, air conditioners and other equipment.

Potential noise sources within the Garrison's footprint are as follows:

- Maintenance shops
- Motor pools
- Air conditioner
- Loading/Unloading zones of trucks
- Parking lots
- Forklifts
- K-9 unit
- Sports fields
- Construction activities
- Road traffic
- Industrial areas
- HW disposal facility
- SORT Center
- Fuel station
- Car wash / vehicle vacuum cleaners
- Generators

## **2 NOISE MANAGEMENT TEAM**

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The USAG Heidelberg, DPW, Environmental Division (ED) has established a Noise Management Team (NMT) in order to implement a platform to discuss noise related issues and to oversee the noise complaint program at the Garrison level.

An important function of the NMT is to identify and evaluate significant noise impacts in the military community, to ensure proper management of any noise complaints and the initiation of adequate corrective measures that possibly need to be taken.

The table below lists the units and divisions (including office location and phone number), which are represented in the USAG Heidelberg's NMT.

These team members should be considered the core of the Heidelberg Garrison's noise management team. If it becomes necessary (e.g. construction activities, site specific noise issues, etc.), further parties will be involved in the noise management process. Involvement of potential further parties (O&M Division, Engineering Division, HD Army Heliport Aviation Safety Office, etc.) will be coordinated by the Environmental Division.

The experience in the past showed that various noise complaints were associated with potential noise sources located at Nachrichten Kaserne (US Hospital). Therefore the Safety Office of the United States Army Medical Department Activity, Heidelberg (US Army MEDDAC Heidelberg) is additionally represented in the NMT.

<b>TEAM MEMBER</b>	<b>OFFICE &amp; LOCATION</b>	<b>PHONE</b>
USAG Heidelberg, Directorate of Public Works	Community Support Center, Building 3990	Civ: 06221-4380-3102 DSN: 387-3102 Fax: 387-3109
USAG Heidelberg, Public Affairs Office	Patton Barracks, Building 110	Civ: 06221-17-1400 DSN: 373-1400 Fax 373-6060
USAG Heidelberg, Safety Office	Patton Barracks, Building 166	Civ: 06221-17-5277 DSN: 373-5277 Fax: 373-6503
USACHPPM-EUROPE, Industrial Hygiene	Patton Barracks, Building 166	Civ: 06221-17-5364 DSN: 373-5364 Fax: 373-5258
USACHPPM-EUROPE, Occupational Health	Patton Barracks, Building 166	Civ: 06221-17-9236 DSN: 373-9236 Fax: 373-6509
US Army MEDDAC Heidelberg, Safety Office	Nachrichten Kaserne, Building 3613	Civ: 06221-17-2464 DSN: 371-2464 Fax: 371-2850
USAG Heidelberg, DPW, Environmental Division	Community Support Center, Building 3962	Civ: 06221-4380-3141 DSN: 387-3141 Fax: 387-3149

Table 1: Noise Management Team of the USAG Heidelberg

Depending on possible noise relevant projects or activities in the future or noise complaints, which have been reported to the Safety Office or the Public Affairs Office, the NMT will hold meetings to identify problem areas, and prepare future action plans, as required.

### **3 NOISE COMPLAINT RECEIPT PROCEDURES**

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Appendix A shows a flow chart depicting the receipt and notification procedures for the USAG Heidelberg noise complaint program.

Complaints from within the Garrison are to be reported to the USAG Heidelberg Safety Office who notifies the Noise Program Manager of the USAG Heidelberg, DPW, Environmental Division (ED).

The Safety Officer also coordinates with USACHPPM-Europe, Industrial Hygiene to determine if and what action is required.

Noise complaints originating outside of the Garrison are reported directly to the Public Affairs Office (PAO). Public Affairs then coordinate with the Noise Program Manager of the DPW, ED to determine if and what actions are to be taken.

As soon as the ED is involved in any noise complaints, investigations are initiated to determine the cause of the complaint and to take corrective action if required. A noise complaint record is completed by the ED for each complaint. The ED investigates the noise complaint without delay. Therefore a Standard Noise Complaint Form has been developed in order to ensure a standardized management of noise complaints (see Appendix B). This record includes basic complaint information (e.g. date received, person receiving complaint, complaint type, parties involved), complainant information (e.g. name, address, phone number of the complainant) as well as detailed complaint information (e.g. date, time, location and details of the incident) and any correction action that has already been taken.

All required investigations are performed by the ED in close cooperation with all parties involved in the particular noise complaint.

## **4 NOISE COMPLAINT DOCUMENTATION AND TRACKING SYSTEM**

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The Environmental Division maintains a noise complaint tracking system to document and track all noise complaints. This noise complaint log (see appendix C) is to be simultaneously populated upon receipt of every noise complaint to capture an overall view of the types and frequency of specific complaints.

The Noise Program Manager logs all complaints including detailed information on the complainant and the incident (e.g. date, time and location of the incident, action taken etc.). The noise complaint tracking system helps to identify the types and times of operations within the USAG Heidelberg that are most likely to generate complaints.

The records of the tracking system are reviewed periodically to determine possible trends and initiate and take appropriate correction measures.

## **5 NOISE EDUCATION AND AWARENESS**

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An important element of the Garrison's noise complaint program is noise education and awareness. The Environmental Division is responsible for the awareness of environmental noise issues within the USAG Heidelberg's footprint, whereas the Public Affairs Office serves as central contact point for the Host Nation community.

Soldiers in processing to the military community in Heidelberg attend the mandatory in-processing training at the central In-processing Training Center (ITC) of the community. As part of the in-processing training an environmental briefing is conducted weekly.

This briefing is to notify newcomers about the program areas and activities of the Environmental Division and services the ED provides to their customers.

Within the framework of this training course an overview of the general noise management program in the community will be given. Soldiers are also informed about the noise complaint program.

A further platform to educate soldiers as well as personnel of the community is the environmental awareness training the ED provides to its customers. These courses are outlined as general awareness courses in order to inform the units on potential environmental aspects of their activities and corrective action that needs to be taken to minimize possible environmental impacts. If required, noise related issues are also addressed in this training. The training is conducted on a quarterly basis. Further classes can be offered upon request.

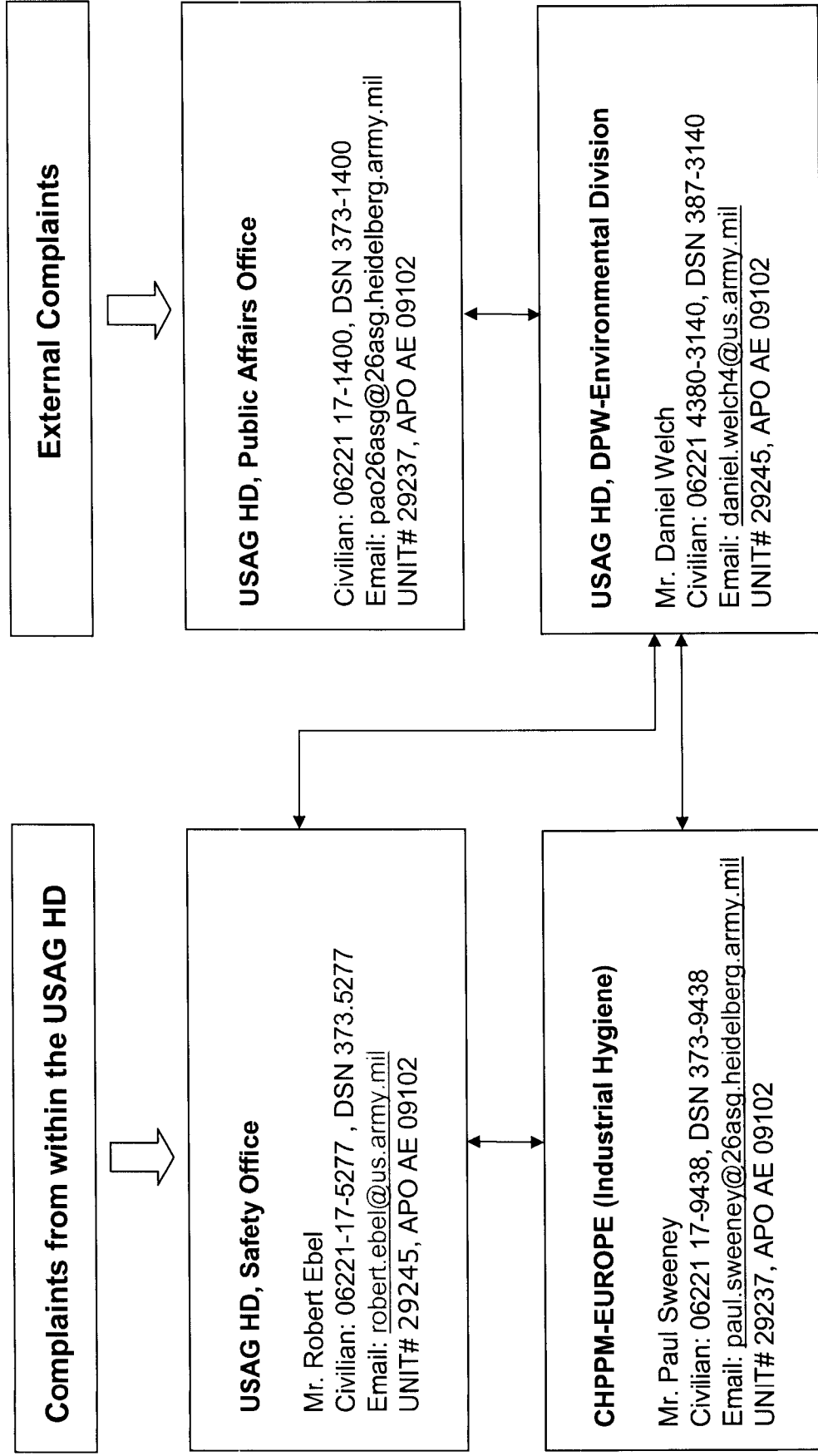
If required, the Environmental Division can also provide specific noise awareness courses. Noise awareness training will be conducted upon request. Training requests need to be addressed to the Noise Program Manager.



## **APPENDIX A**

### Noise Complaint Receipt and Notification

# Noise Complaint Receipt and Notification Program

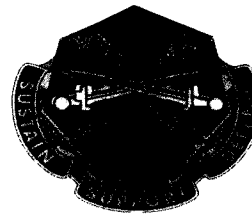


**USAG Heidelberg**  
**DPW-Environmental Division**

## **APPENDIX B**

### **Standard Noise Complaint Form**

**USAG Heidelberg  
Directorate Of Public Work  
Environmental Division**



**Standard Noise Complaint Form**

Basic Complaint Information	
Date Received:	
Person Receiving Complaint:	
Complaint Type:	Internal <input type="checkbox"/> External <input type="checkbox"/>
Original Complaint Reported To:	PAO <input type="checkbox"/> CHPPM-Europe <input type="checkbox"/>
	USAG HD, Safety Office <input type="checkbox"/> USAG HD, DPW-ED <input type="checkbox"/>
	Other (Specify) <input type="checkbox"/>
Original Complaint Received By:	Telephone <input type="checkbox"/> Visit <input type="checkbox"/>
	Letter <input type="checkbox"/> Other (Specify) <input type="checkbox"/>
Complainant Information	
Name:	Telephone:
Adresse:	
Detailed Complaint Information	
Date/Time Of Incident	
Location Of Incident:	
Details Of Complaint:	
Action Taken	

## **APPENDIX C**

### Noise Complaint Tracking Log



**USAG Heidelberg**  
**Directorate Of Public Work**  
**Environmental Division**

**Noise Complaint Tracking Log**

Date Received	Person Receiv. Complaint	Complaint Type (Internal/External)	Original Complaint Reported To	Original Complaint Received By	Complainant Name	Complainant Telephone Number	Complainant Address
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Date/Time Of Incident	Location Of Incident	Details Of Complaint	Action Taken	Remarks/ Comments	File Location
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